Update on Education Technologies

July 2009

- Satellite Broadcasts
  - Expensive air time necessary
  - Limited to less than 30 sites
- Less than 5 hours of self-paced training available on Wendell

February 2010

- First full statewide webcast (no satellite)
- PACR Broadcast 2/16/2010
    - 56 sites with 385+ viewers
- Use of Granicus.com originated as Oral Argument streaming

March 2010

- Chief Justice launches *Justice 2020*
  - First webcast produced entirely by ESD staff

May 2010

- Law Day statewide webcast
- *Law, Justice and the Holocaust: What You Do Matters*
- 84 locations
- 1,185 participants

July 2010

- SB 1070 Broadcast

- 2 months between start of planning and broadcast

- 419 participants

Feb-March 2011

- 2/16 - Cultural Competency broadcast reaches over 600

- 3/2011 – 7-part Legends of the AZ Judiciary released

Today

- COJET available on WENDELL
  - 32 hours 45 minutes

- COJET available on AZCourts.gov
  - 21 hours 45 minutes

Current Assets

Studio

- Lights, Cameras
- Mixing board
- Capable of broadcasting webcasts statewide
- Building internal capacity for video editing and studio production

Webcasts

- Ability to reach virtually unlimited audience
- Current contract allows "all you can broadcast"
- Demonstrated ability for rapid production

Online Video Library

- Archives of videos posted within hours of broadcast

- As more programs are held, library grows

- We need to regularly revise/remove programs that are out of date

- Easy for users to find/use

Computer Based Training

- Traditionally delivered via mailed CD-ROMs
- Now delivered over Intranet as well
- Authoring tools include Captivate & Lectora
- Staff building capacity for rapid production
- When we produce our own, we can easily update as needed

Synchronous eLearning

- Instructor-lead remote training using a computer

- Centra is current platform

- Looking to adopt Webex at significant savings

Just-In-Time Learning

- Affectionately referred to by staff as "JITs"
- Users get a 5-10 minute video as if they are looking over someone's shoulder performing a task and listen to narration
- Are for specific functions
- *Screencast*
- Beth Asselin blazed trail by creating an 8-part series on Adobe Acrobat
- Others picking up on this technique – efiling, case management systems

Element K

- 50 online courses available

- 251 user licenses

- Planned use as part of CLIA supervisors curriculum

The Future

Education

- Traditional approach of purposeful, systemic instruction
  - Multi-course curriculum
  - Toward development goal
  - ICM, NJO, POCA, etc.

Learning Management System (LMS)

- Delivers different online and in-person modules as a single self-paced course, tracks progress
- Projects underway that will use an LMS
  - Class on AZ law for Admission on Motion
  - Probate training for Non-licensed fiduciaries, attorneys, investigators
- Potential LMS applications
  - Automation training
  - Certificate programs
  - Learning & development plans

Learning

- Acquisition of knowledge or skills through experience, practice, study or being taught
  - Choice of learning tasks
  - Can be spontaneous
  - Informal networking

Learning

- JITs
- Brochures
- Publications
- Conferences
- Education resource library
- WENDELL
- Bench books

Knowledge Management

- Organizational memory, knowledge transfer
- Systematically and actively identify, create, represent, distribute and enable adoption of insights and experiences in an organization.
- Creation, storage and collaborative sharing of employee information to enhance an organization's efficiency and productivity.

Knowledge Management

- Tags, categories, search capability
- Communities of practice
  - Social networking model
  - Interactive user forums
  - Experts sharing knowledge
  - Curriculum clearinghouse
  - WENDELL
- Centralized location, decentralized creation

Strategy

Education Technology Strategy

- **Broad**
  - Reaching a wide audience
  - Using several available delivery methods
  - One clearinghouse, several products
  - Encourage discussion/group learning across jurisdictions

Education Technology Strategy

- **Deep**
  - Experiential, critical analysis, problem-solving
  - Adequate duration
  - Offer sufficient quantity of programs
  - Offer paths for expanding proficiency (courses build on one another)
  - Use trainer network

Education Technology Strategy

- **Great**
  - Maintain quality standards in all products offered
  - Need-based approach
  - Assessment and evaluation
  - Regularly re-assess ET model